

Terms & Conditions

For Onsite Programs: You acknowledge the nature of a zoo/aquarium environment may entail certain risks of injury to the participants or damage to their belongings. Furthermore, you understand that an inherent risk of exposure to COVID-19 exists in any public place where people are present. By participating in this program, you and your party may be exposed to, and increase your risk of contracting or spreading, COVID-19. You agree to accept these risks for yourself and your party, and you participate in the program at your own risk. Neither WCS, its trustees, officers, agents and employees, nor the City of New York, will be responsible for any participant injury, loss or property damage.

For Virtual Programs: WCS Education respects the intellectual property of others and we ask users of our online services to do the same. You may not record, copy, reproduce, distribute, publish, display, perform, modify, create derivative works, transmit, or in any way exploit any part of our programs, except that you may access and display material and all other content displayed on this program during your scheduled program date.

Know Before You Go

The rules for our park guests apply to all education guests. Please visit the [Queens Zoo Know Before You Go](#) page for the most up to date information on what you can expect on your date of visit.

Payment Policy

Payment in full is due at least 4 weeks prior to your program date. If you book less than 4 weeks in advance of your program date, payment will be due immediately. Payment may be made by credit card, check, or Purchase Order.

Billing Address:

**Wildlife Conservation Society
Attn: Education Department
2300 Southern Blvd.
Bronx, NY 10460**

Cancellations & Rescheduling

Programs are held rain or shine unless trips are cancelled by school officials or a park closure is in effect. Encourage your students to dress appropriately for outdoor activities. Due to a very full schedule, programs will not be extended for late-arriving groups beyond the scheduled end time. Staff will make every attempt to cover as much material as possible in the time available.

Cancellations must be confirmed in writing to qzeducation@wcs.org. Cancellations made more than 2 weeks in advance will receive a 50% refund. There will be no refunds for cancellations made within 2 weeks of the scheduled program.

Requests for changes to reservations cannot be made less than 4 weeks prior to the scheduled date of visit. All rescheduled programs are subject to availability. A substitute program may be provided at the discretion of WCS Education if we are unable to accommodate your original request. There will be no price adjustments made for alternate programs offered. A \$50 service charge will apply for each change made to the original reservation.

Title 1 Grant Funded Programs: Due to high demand, Title 1 funded programs cannot be rescheduled and must take place no later than February 28 of this school year. If, due to unforeseen circumstances, your superintendent requires you to reschedule your program, be prepared to submit a letter from your administration explaining the situation. WCS Education cannot guarantee a rescheduled date. If there are unforeseen situations in which the WCS Education needs to cancel your program(s), we will reschedule with no penalties. A \$25 service charge will apply for each change made to the original reservation.

We reserve the right, at our discretion, to change, modify, add, or remove portions of these Terms & Agreement at any time by posting the amended Terms & Agreement.